References

1. Araoz CF (2007). Great People Decisions: Why They Matter So Much, Why They is So Hard, and How You Can Master Them. Wiley
2. Aligning with the Mission (1999)," Strategic Human Resources Management": U.S. Office of Personnel Management Office of Merit Systems Oversight and Effectiveness
3. Abdul-Azib, A. B. (2006) Emotional Intelligence and Workplace Deviant Behavior, (Unpublished Master's Thesis), University Utara Malaysia
4. Abdullah, S. H. (2006). Emotional Intelligence and Academic Achievement: A Study in Kolej Matrikulasi Perlis, (Unpublished thesis), Faculty of Business Management, University Utara Malaysia.
5. Aslam, F. (2004) "Relationship between emotional intelligence and occupational stress among information technology professionals" (Unpublished M.Phil dissertation).Quaid-i-Azam University, Islamabad, Pakistan
6. Bhuian, S. N., and Menguc, B. (2002) "An extension and evaluation of job characteristics, organizational commitment and job satisfaction in an expatriate, guest worker, sales setting", Journal of Personal Selling and Sales Management, vol. 22, pp. 1−11.
7. Brackett, M.A., Mayer, J.D., Warner, R.M. (2004) "Emotional intelligence and its relation to everyday behavior" Person Individual Diff, 36: 1387- 1402
8. Bachman, J., Stein, S., Campbell, K., & Sitarenios, G. (2000) "Emotional intelligence in the collection of debt", International Journal of Selection and Assessment, 8, 176– 182
9. Blank, I (2008) "Selecting Employees Based on Emotional Intelligence Competencies: Reap the Rewards and Minimize the Risk," Employee Relations Law Journal, Aspen Publishers.
10. Cartwright, S., & Pappas, C. (2008) "Emotional intelligence, its measurement and implications for the workplace", International Journal of Management Reviews, 10(2), 149-171
11. Consoli D (2010) "A new concept of marketing: The emotional marketing. Broad Research in Accounting", Negotiat., Distrib, vol. 1(1), pp. 1- 8.

12. Dearborn, K. (2002) “Studies in Emotional Intelligence Redefine Our Approach to Leadership Development”, Public Personnel Management, Vol 31 (4), pp 8 - 11.
13. Deshpande, S. P. (2009) “A Study of Ethical Decision Making by Physicians and Nurses in Hospitals”, Journal of Business Ethics, Vol 90, pp 387-397.
14. Ealias, A., George, J. (2012) “Emotional Intelligence and Job Satisfaction: A Correlational study”, The International Research Journal of Commerce and Behavioral Science”, Volume: 01, Number: 04, Pg 37 – 42.
15. Forgas, J. P., Williams, K. D. & Laham, S. M. (2005) “Social Motivation. Conscious and unconscious processes”, Cambridge University Press
16. Feyerhem, A. E., & Rice, C. L. (2002) “Emotional intelligence and team performance: the good, the bad and the ugly”, International Journal of Organizational Analysis, vol. 10(4), 343-362
17. Fuimano J (2004) “Raise your emotional intelligence”, Nurs. Manage., 35(7): 10-12.
18. Ghafoor, M.D. (2011), “Organizational effectiveness: a case study of telecommunication and banking sector of Pakistan”, Far East Journal of Psychology and Business, Vol. 2, No 1, pp. 37-48.
19. Goleman, D. (1997) Emotional intelligence: Why it can matter more than IQ. New York: Bantam Books.
20. Gabel, R. S., Dolan, S. L., and Cerdin, J. L. (2005) “Emotional Intelligence as Predictor of Cultural Adjustment for Success in Global Assignments”, Career Development International, Vol 10 (5), pp 375-395.
21. Howell, J.M. and Avolio, B.J. (1993) “Transformational Leadership, Transactional Leadership, Locus of Control, and Support for Innovation: key Predictors of Consolidated-Business-unit Performance”, American Psychological Association, vol. 78, (6), pp. 891 -902.
22. Jaeger, A.J. (2003) “Job Competencies and the Curriculum: An Inquiry into Emotional Intelligence in Graduate Professional Education”, Research in Higher Education, 44(6), 615-639
23. Mayer, J. D., and Geher, G. (1996) “Emotional Intelligence and the Identification of Emotion”, Intelligence, 22, 89-113.

24. Potter, R. E., & Balthazard, P. A. (2002) “Understanding human interactions and performance in the virtual team”, Journal of Information Technology Theory and Application, 4(1), 1–23
25. Pilling, B. K., & Eroglu, S. (1994) “An empirical examination of the impact of salesperson empathy and professionalism and merchandise salability on retail buyer's evaluations”, Journal of Personal Selling and Sales Management, 14(1), 55–58.
26. Rose.J (2006) “Self-awareness at Work How Reacting to Emotional Triggers Affects Professional Performance and your Level of Emotional Intelligence”, vol. 2, no. 4
27. Rahim, Hussain, Saddam (2010) “Emotional Intelligence & Organizational Performance”, International Journal of Business and Management, Vol. 5
28. Roberts, B. W. and Mroczek, D. (2008) ‘Personality Trait Change in Adulthood’, Current Directions in Psychological Science, vol.17/1, pp. 31–5
29. Sinha, A.K., & Jain, A.K. (2004) “Emotional intelligence: Imperative for the organizationally relevant outcomes,” Psychological Studies, vol. 49, pp. 81-96.
30. Singh, S. K. (2007) “Emotional intelligence and organisational leadership: A gender study in Indian context”, International Journal of Indian Culture and Business Management, vol. 1, pp. 48-63.
31. Spencer L.M. J.R., Spencer S.M. (1993) Competence at work: Models for superior performance. New York: John Wiley and Sons.
32. Schutte, N. S., Malouff, J. M., Hall, L. E., Haggerty, D. J., Cooper, J. T., Golden, C. J., & Dornheim, L. (1998) “Development and validation of a measure of emotional intelligence”, Personality and Individual Differences, vol. 25, 167-177.
33. Singh, K. (2010) “Developing human capital by linking emotional intelligence with personal competencies in Indian business organizations”, Int. Journal of Business Science and Applied Management, Volume 5, Issue
34. Sharma, J. (2005) “Emotional Intelligence as a Detriment of Organizational Commitment: An Empirical Study”, International Journal of Management Sciences, vol. 1 (2), pp 56-69.
35. Wing, E. and Love, G.D. (2001) Elective Affinities and Uninvited Agonies: Mapping Emotions With Significant Others onto Health, Emotion, Social Relationships and Health Series in Affective Science. Oxford University Press, New York.

36. Wong C.S, Law K.S (2002). “The effects of leader and follower emotional intelligence on performance and attitude: an exploratory study”, Leadership Quarterly, vol. 13(3), pp. 243-274
37. Weinberger, L. A. (2003) “An examination of the relationship between emotional intelligence, leadership style, and perceived leadership effectiveness”, Dissertation Abstracts International, vol. 64 (11), pp. 5828